



Service Definition Document

Change Management

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help clients deliver sustainable business, digital and cloud-enabled change by combining structured methodologies with practical, people-centred delivery.

Service Overview

Our Change Management service supports organisations to plan, adopt and embed behavioural, process and operating model change required to successfully adopt digital, data and cloud-based services.

Our qualified change specialists apply industry-recognised approaches to ensure people, processes, technology and ways of working transition smoothly and sustainably.

What we deliver

Our change managers and business change specialists apply proven frameworks including PROSCI, MSP, P3M3, Prince2 and Management of Risk (MoR), working alongside policy, digital, data and delivery teams.

Core capabilities include:

- Change impact and readiness assessments
 - Change strategies, roadmaps and transition planning
 - Organisational design and target operating models
 - Process change and adoption support
 - Stakeholder mapping, communications and engagement
 - Training needs analysis and adoption planning
 - Executive coaching and leadership support
 - HR change support including TUPE preparation (where applicable)
 - Recruitment support for change and transformation roles
 - Knowledge transfer and internal capability development
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Service Benefits

- Improves adoption and sustainability of business, digital, data and cloud initiatives
- Reduces delivery risk caused by resistance or low engagement
- Enables smoother transition to new operating models and ways of working
- Flexible and scalable resourcing aligned to programme phases
- Quality-assured delivery by experienced practitioners
- Access to change and transformation communities of practice
- Builds long-term internal change capability

Working Approach

We work flexibly to align with client delivery models and governance structures. Our change managers embed within multi-disciplinary teams or deliver as a standalone service, depending on client need.

We support change activity across all delivery stages including Discovery, Alpha, Beta and Live, working closely with policy, operational, digital and data teams to ensure alignment with service outcomes.

Delivery can be on-site, remote or hybrid.

Service Outputs

Depending on scope, typical deliverables may include:

- Change impact and readiness assessments
 - Change strategies and transition plans
 - Stakeholder and communications plans
 - Training and adoption plans
 - Organisational design and operating model artefacts
 - Leadership coaching plans
 - Benefits adoption and sustainability measures
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What sets us apart

- **People-first change delivery** — we focus on behaviours, adoption and real-world outcomes, not just documentation
 - **Integrated digital change** — our change managers work alongside BAs, service designers and delivery teams to support digital and cloud adoption
 - **Capability uplift built in** — knowledge transfer and coaching are embedded from day one
 - **Extensive public sector experience** — over 25 years working in complex, multi-stakeholder environments
 - **Consistent quality assurance** — supported by recognised frameworks and communities of practice
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Service Onboarding

We use a structured onboarding approach covering scope, success measures, stakeholder alignment, governance, security requirements and delivery cadence. Knowledge transfer is planned from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, lessons learned and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Government Digital Service (GDS) Service Standard alignment
 - UK GDPR and confidentiality compliance
 - Experience working within public sector governance and assurance frameworks
 - Security and data handling aligned to Buyer requirements
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Standard working conditions:

- 8-hour working day (excluding travel and lunch)
- Monday to Friday, excluding national holidays
- Travel and subsistence included within M25; outside M25 in line with Buyer policy
- Professional indemnity insurance included

Get in touch, we would love to hear from you!

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